



## Indiana Professional Licensing Agency

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To all INSPECT users, medical practitioners, law enforcement, pharmacies and pharmacy uploaders:

This letter is meant to inform you of pharmacy data formatting problems that may adversely impact the accuracy and completeness of report information obtained via the INSPECT WebCenter.

Our new software application required pharmacies uploading to INSPECT to upgrade to the ASAP 2007 data formatting standard. Beyond the software upgrade, this formatting upgrade was necessary for INSPECT to comply with the terms of our Federal NASPER grant (a key source of funding for the program) and better position the program to participate in future interstate PMP data sharing efforts.

The Indiana Board of Pharmacy specified that pharmacies would have until April 1, 2011 to switch to the new formatting standard. To ease the transition to the new standard, our vendor sought to develop a software mechanism by which data submitted in the old standard would be converted into the new ASAP 2007 standard. Unfortunately, at present, the vendor-developed mechanism has not sufficiently addressed the data formatting issues. Our recent analyses estimates that only around 87% of all uploaded records over the last 30 days successfully made it into the INSPECT database. The remaining 13%, which equates to around 200,000 records, correspond to those pharmacies that have yet to make the switch to the ASAP 2007 format.

To address the missing data issues we're currently experiencing, the INSPECT staff will be reorienting staffing levels/activities to reach out to pharmacies and assist them in upgrading to the new formatting standard, and our vendor has agreed to provide additional support services and manually convert incoming pharmacy data from the old format to the new format. We recognize that practitioners often make treatment decisions based on the information contained in INSPECT reports, and that it is imperative that we take immediate action to resolve issues centering on the accuracy and completeness of reports.

Finally, we recognize that the software upgrade has negatively impacted many users. We know users have experienced errant reports, service disruptions, delayed registrations, and confusing emails. And we are very sorry for the problems our software upgrade has caused you. The upgrade project has presented a number of new and unforeseen challenges, and we are working alongside our vendor every day to remedy the remaining deficiencies that exist in the new software. But beyond short-term software issues, we recognize that the incidents of the last few weeks has presented INSPECT with a far more serious long-term threat: loss of user trust. Over the past few years, INSPECT users have come to expect a certain level of consistency and quality when it comes to the services INSPECT provides. And we (INSPECT) have come to expect a similar quality standard from ourselves. We recognize that our current performance falls well short of your (and our) expectations, and over the coming months, our objective is to not only restore system performance to past levels—it is to do all we can to earn back the trust of our users.

Sincerely,

INSPECT Staff

*Please forward all inquiries to [inspect@pla.in.gov](mailto:inspect@pla.in.gov)*